

WestCASA

Western Region Centre Against Sexual Assault
(ABN 29 351 352 921)

2020-2021

**ANNUAL
REPORT**

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WestCASA acknowledges the support of the Victorian Government, particularly Department of Families, Fairness and Housing and Department of Justice and Community Safety.

BOARD OF GOVERNANCE & STAFF

2020-2021

BOARD OF GOVERNANCE

Nicole Battle – Chair
Skye Kinder – Deputy Chair
Michelle Wells – Deputy Chair
(resigned November 2020)
Jacqui Morse
Jenny Elliott – Treasurer
Helen Barnes
Kate Culmsee
Natasha Smith
Mohana Mahadevan (leave of absence)
Sherin Maxwell

CHIEF EXECUTIVE OFFICER

Robyn Mclvor

CLINICAL SERVICES MANAGER

Susan Geraghty

TEAM LEADERS

April Multanen
Administration
Melissa Alloway
Footscray Office
Esen Uygun
Intake Team and Office at MDC
Penny McDonald
Specialist Trauma Service at
Dame Phyllis Frost Centre

ADMINISTRATIVE STAFF

Alanna Smith
Human Resources/Payroll Officer
Catherine Alison
Accountant
Marisa Goegan
Reception/Administration Officer
Michelle Kenney
Office Administration
(resigned December 2020)
Stephanie Tomasello
Reception/Administration Officer

QUALITY & SERVICE DEVELOPMENT OFFICER

Julie Tsilemanis (resigned April 2021)

INTAKE COUNSELLOR/ PROJECT OFFICER

Lesley Hyde

SENIOR PRACTITIONER

Ursula Benstead

COUNSELLOR/ADVOCATES

Catherine Munyanyiwa (resigned March 2021)
Eileen Mundy (resigned January 2021)
Geetha Chetty
Georgia Taylor
Heba Bendak (resigned December 2020)
Jessica Krummel
Jessie Brautigan (resigned August 2020)
Julie Kruss
Kristina Sass-Nielsen
Jocelyn Maalouf
LJ (Laura-Jane) Singh (resigned Dec. 2020)
Luciana Castagna
Megan Mahon
Mira Chazan
Molly Lovatt
Narelle Fowler
Rachel Preston
Rebecca Reale
Sonia Tomasiello
Tamara Kolak (Maternity Leave 2021)
Tara Schintler
Toril Pursell (resigned June 2021)

BOARD OF GOVERNANCE & STAFF

2020-2021

AFTER HOURS CRISIS TEAM

Cindy Tarczon
Crisis Care Unit Coordinator

Cigdem Yilan

Geetha Chetty

Jessica Ekserdjian

Maha Saleh

Marta Jones

Senem Doner

Sonia Tomasiello

Sudha Narayan

SPECIALIST CONSULTANT STAFF

Alex Caldwell
Trauma-Informed Shiatsu Practitioner
(resigned November 2020)

Jessica Strachan
Trauma-Informed Shiatsu Practitioner

Clare Pritchard
Trauma-Informed Yoga Practitioner

Karen Woolford
Human Resources Consultant

Radhika Santhanam-Martin
Education and Service Development
Consultant

CONTRACT AND CASUAL STAFF

Tegan Cottell-Moore
Locum

Catherine Roberts
Reception

PetraTheilhaber
Reception

WESTCASA BOARD OF GOVERNANCE

BIO NOTES

NICOLE BATTLE *joined the Board in 2020*

I hold a Bachelor of Social Work from Victoria University, as well as a Master of Public Policy and Management from the University of Melbourne.

I have over ten years' experience working in local government, holding senior roles within Community Development, Youth Services, Emergency Management and Governance. I have also held a number of positions within the not-for-profit sector and is the current CEO of Neighbourhood Houses Victoria.

I am passionate about social justice, with a particular focus on gender equity and the important role that this can play in helping to end discrimination and violence against women.

I had been involved with WestCASA previously, having worked as part of the afterhours on-call team for approximately seven years. I am passionate about WestCASA and was keen to contribute my skills in whatever way I could to support the ongoing work of this important organisation.

I am inspired about being on the Board and involved in this community agency because I love knowing that the work of WestCASA is helping to create a safer community for future generations of women and girls, while providing much needed local support for victim-survivors of sexual assault within the Western Suburbs.

NATASHA SMITH *joined the Board in 2020*

I have ten years of experience across mental health, education and community sector leadership, service provision and project management.

I strongly believe that service provision and recovery should be holistic and person-centred; taking into account the socio-economic, cultural and socio-political factors that shape the lived experiences of service users. I am a strong advocate for early intervention, community education and capacity building. I specialise in LGBTIQ+ inclusive practice. Currently I work as a senior clinician, supervisor and team leader for a youth mental health organisation.

I wanted an opportunity to be part of the supporting WestCASA's excellent and very important work.

I am inspired by WestCASA's explicit centring of trauma-informed, rights based approach to their work. I believe it is essential to apply a socio-political lens to sexual assault advocacy and recovery.

WESTCASA BOARD OF GOVERNANCE

SHERIN MAXWELL *joined the Board in 2020*

An accomplished Chartered Accountant with a wealth of experience gained in a Big 4 professional services firm coupled with senior finance roles in the commercial, not-for-profit (NFP) and public health sectors. Led finance and cross-functional teams in multicultural environments including exposure to and involvement with Boards and board subcommittees.

Experienced in all aspects of financial management including insightful reporting, planning and analysis, strategy, stakeholder management, governance, risk and compliance. Enjoys collaborating with others and contributing towards successful and positive outcomes and team culture.

I am extremely passionate about and have compassion for people and particularly those who are vulnerable and marginalized. I have always had a compelling desire to be involved with and contribute positively to this cause through purpose driven organisations like WestCASA particularly in Melbourne's Western community (my community).

Following a presentation about WestCASA at an NFP CAANZ event early in 2020, I was instantly drawn to the purpose and mission of the organisation and submitted my very keen expression of interest to be involved as a Board member.

I am a strong advocate for developing and nurturing healthy relationships within our family homes, community, workplaces, nation and the world at large and believe that we can all play a valuable part in addressing various social issues including sexual assault and family violence.

It is an honour and privilege to serve as a Board member at WestCASA as it enables me to collaborate with management and the other equally passionate Board Members in advancing the purpose, vision and goals of WestCASA.

JACQUI MORSE *joined the Board in 2010*

I am a Social Worker with 30 years in specialist sexual assault response and prevention, more recently facilitating the provision of trauma informed supervision/reflective practice/de-briefing for individuals and teams.

I became involved in the WestCASA Board because of my continued commitment to the provision of quality response and prevention sexual assault services.

I am inspired about being on the Board and involved in this community agency because as a previous employee I experienced first-hand the dedication and skill of this service.

Our current whole of community response to sexual violence has certainly improved, but much more needs to be done to have our understanding of violence also see resources dedicated to comprehensive ongoing prevention programs.

WESTCASA BOARD OF GOVERNANCE

JENNY ELLIOTT *joined the Board in 2012*

I am originally from New Zealand but have lived in Melbourne for more than 20 years, and it is now home. I have 2 daughters who I adore. I have worked for more than 25 years at PwC where I am a partner.

I became involved in the WestCASA Board because I have a desire to support a cause which I feel passionate about.

I am inspired about being on the Board and involved in this community agency because it means working with an inspiring group of women. I have learnt so much from my fellow Board members as we all have different perspectives we bring.

It is a very supportive Board. And I feel privileged to assist an organisation that is making the world a safer place for women.

HELEN BARNES *joined the Board in 2014*

Being a member of the WestCASA Board for the past seven years has been a rewarding experience. Joining a group of dynamic and passionate women committing their time to such an invaluable cause, I would describe as nothing less than heartening

Change and Program Management is my profession, I bring to the Board skills within this discipline.

Throughout my tenure, I have been involved in various subcommittees: Change Management for the transition to the MDC, Board recruitment during 2019 and 2020 and currently the Policy and Risk subcommittee.

I look forward with anticipation on helping to shape the future of WestCASA as we weather further storms and move towards making the world a better place.

My personal values strongly resonate with the values of WestCASA – promoting a feminist environment where equality is the norm and living in a world free from violence. For me, joining WestCASA as a Board member allows me to contribute to this mission.

A particular inspiration that continues to draw me is the women who make up WestCASA. The relentless drive, skill and compassion in making a difference for many vulnerable members of society is so evident within this organisation.

Through rapid growth and change, caused by internal and external influences, WestCASA has weathered the storms with both tenacity and open-mindedness.

WESTCASA BOARD OF GOVERNANCE

MOHANA MAHADEVAN *joined the Board in 2018*

I arrived in Australia in 2007 and have since been working as a social worker in the human services sector for the last 10 years interstate and in Melbourne.

I have worked in settlement services, children and family work, youth work and family violence.

I am a Person of Colour and a migrant. I am passionate about cultural diversity and migration having worked with asylum seekers and refugees for many years. I have a strong understanding of systemic disadvantage and unconscious bias.

I am currently leading a team of therapeutic practitioners supporting families impacted by family violence in the Western Region.

I was approached to be on the WestCASA Board. I am a strong feminist and am passionate about eliminating family violence and sexual assault from society.

I felt that my experience in managing projects and passion for the WestCASA vision meant that I could make a valuable contribution to the Board.

I feel privileged to be amongst such talented women who inspire me with their expertise and passion on a daily basis. I am also humbled by the amazing work that WestCASA staff do every day for the betterment of clients that they support.

DR SKYE KINDER *joined the Board in 2020*

I am a passionate advocate for disadvantaged and marginalised patient populations, currently working as a doctor at a major metropolitan hospital.

I am completing specialty training in psychiatry through the Royal Australian and New Zealand College of Psychiatrists, as well as additional studies in Medical Law through the University of Melbourne.

I have been recognised for my health advocacy work as VIC Junior Doctor of the Year in 2017 and VIC Young Australian of the Year in 2019. I have additionally been recognised by the Australian Financial Review as one of Australia's top "100 Women of Influence".

I became involved in the WestCASA Board because as a doctor, I work with patients who have lived experience of sexual assault. I believe that WestCASA provides the highest standard of care for victims/survivors of sexual assault and their communities in the Western region of Melbourne.

Supporting the work of WestCASA is a privilege.

The WestCASA Board is made up of women from all walks of life and at differing career stages, but with shared feminist values. The opportunity to teach and learn from these women as we work towards an end to sexual violence is inspiring.

WESTCASA BOARD OF GOVERNANCE

KATHRYN (KATE) CULMSEE *joined the Board in 2018*

I have moved around a lot both internationally and within Australia before settling down in Melbourne around 14 years ago and I now feel like a Melburnian through and through!

I have been a lawyer for more than 20 years and before that was an Environmental Scientist. I interested in governance and have a Graduate Diploma in Corporate Governance from the Governance Institute of Australia and have completed the Company Directors Course at the Australian Institute of Company Directors.

My interest in social justice, feminist leanings and drive to see the elimination of sexual violence in society makes me want to help WestCASA be a success.

We are a dedicated group of women, with differing backgrounds and experience, who are working together to make the world a better place, free from the fear of sexual violence and where victim/ survivors of sexual assault are treated with care and respect to recover and heal.

CHAIR REPORT

In writing this report, it is impossible not to reflect on some of the challenges that WestCASA has experienced over the past 12 months as a result of the global pandemic. The ongoing impact of COVID-19 has certainly challenged all of us, both personally and professionally.

So many of the things that we love and rely on for our emotional and social wellbeing have been impacted. Spending time with family and friends, catching up with colleagues for coffee, travel – all of these have well and truly been put on hold while Melbourne works to overcome the continuing impact of COVID-19.

Unfortunately, however, the pandemic has done nothing to stop the prevalence of gendered-base violence across Victoria.

If anything, it would appear that most service providers have experienced a surge in demand – both in terms of the number of women presenting for support, as well as an increase in severity in the types of abuse that are being experienced.

Moreover, many of these victim survivors have no previous history of gender-based violence and most have found themselves isolated from their traditional support structures, including extended family and friends, as a result of the pandemic.

It is, therefore, not surprising that like most other specialist sexual assault and family violence services, WestCASA has very much found itself on the frontline in responding to what has largely been labelled as a shadow pandemic.

Indeed, over the past 12 months, **a total of 788 clients accessed our services**, equating to approximately 55 hours of completed counselling, as well as a further 161 hours of associated support, including advocacy and outbound referral.

In terms of the organisation's work at the Dame Phyllis Frost Centre in Ravenhall, **WestCASA provided an additional 2,574 hours of completed counselling, as well as 92 hours of associated service delivery.**

And throughout 2020-21, a total of 262 people participated in WestCASA's highly renowned **Body-based Therapy Program**, with both shiatsu and yoga being offered to complement more traditional psycho-therapeutic interventions, with this holistic approach being found to further alleviate the negative impacts of trauma and promote healing.

This work couldn't have happened however, without the hard work and dedication of WestCASA's amazing staff.

On behalf of the Board, I would like to take this opportunity to thank all of you for the role that you have played in helping to operationalise WestCASA's dual vision of facilitating the recovery of victim-survivors, whilst working towards the elimination of sexual violence across the community.

All of you have displayed extraordinary resilience in working to ensure that the hundreds of women and men who rely on WestCASA for support didn't go without as Melbourne moved in and out of lockdown.

At this time, I would also like to acknowledge the work of outgoing CEO, **Robyn McIvor**, who finished with WestCASA during mid-August. During her tenure, Robyn was instrumental in overseeing the organisation's move to the Multi-Disciplinary Centre in Hoppers Crossing. On behalf of the Board, I would like to thank Robyn for her service and for her ongoing legacy in overseeing what has obviously been a very important chapter in WestCASA's history.

CHAIR REPORT

Moving forward, I am delighted to confirm that **Elisa Buggy** has been appointed to the role of CEO, commencing in November.

Elisa holds a Bachelor of Social Work, as well as a Master of Business Administration from the University of Tasmania. Elisa comes to WestCASA with extensive professional experience within the community services sector and we are all very much looking forward to having her on board.

Throughout the recruitment process, Elisa certainly impressed us with her knowledge and passion, as well as her vision for really cementing WestCASA as a best-practice specialist sexual assault service with an unwavering commitment to trauma-informed, feminist practice.

In closing, I would like to thank the Board for its enormous contribution over the past 12 months. As a volunteer board, each of these amazing women choose to donate their time and their energy to WestCASA, because they are committed to a world free from sexual assault and other forms of gender-based violence.

I feel incredibly privileged to work alongside each and every one of them and remain eternally grateful for their continuous encouragement and support.

Yours in community,

Nicole Battle
Chairperson

CEO REPORT

Thank you to the WestCASA Board for their role in governance of the organisation, particularly to Nicole Battle, Chairperson and Skye Kinder, Vice Chair. Nicole took up this role in June 2020 and Skye came into the Vice Chair at the WestCASA Annual General Meeting in November 2020.

My appreciation to **Jacqui Morse** for continuing in the WestCASA Vic. Chair role and then with the WestCASA Board to enable handover to Nicole, before taking a well-deserved leave of absence in 2021.

Jenny Elliot has continued to provide financial oversight and has now been joined by **Sherin Maxwell**, who joined our Board after the last AGM. **Helen Barnes, Jenny Elliot** and **Kate Culmsee** have provided expert input to our WestCASA risk register and to WestCASA Board policies.

We have welcomed **Natasha Smith** onto the WestCASA Board and welcomed **Mohana Mahadevan** back from maternity leave. Our Board has now increased to eight members, through last year's work to recruit members with specific skills onto the Board.

After a successful panel presentation at the last Annual General Meeting regarding gender-based violence during COVID-19, a working group of Board members and staff developed a presentation of the work of WestCASA for the **United Nations 65th Commission on the Status of Women**. The presentation was well attended by participants across the world.

Nicole and Skye facilitated this workshop with high quality presentations from three staff members.

Esen Uygen, MDC Team Leader outlined the development of our understanding and response to sexual violence throughout history in the Australian context, showing the breadth and depth of Esen's experience and knowledge developed over 17 years in her work at WestCASA and 24 years in the trauma field.

Penny McDonald's presentation was about the Specialist Trauma service that Penny has led at the Dame Phyllis Frost Centre for the last 10 years. Penny has worked with WestCASA for 14 years. Her presentation showed the development of our trauma informed therapeutic service, our innovative group work and the education and training provided for Correctional staff.

Ursula Benstead has over 25 years of experience in the field of complex trauma and over 17 years with WestCASA. Her presentation provided a summary of the Strength-to-Strength group work program, one of the key groups that WestCASA runs regularly. The shark cage model shown as an animation, was particularly impactful.

My strong appreciation to the WestCASA Leadership team and all WestCASA staff for their trauma informed, high quality work with our clients to enable recovery from sexual assault and for many of our clients, co-occurring family violence and for adapting to offsite/onsite/offsite work!

Our focus this year has been on provision of an enhanced intake service and response to the need for counselling, amidst an increased demand and limited additional resources.

Julie Tsilemanis continued to develop the quality systems of WestCASA and led our successful 3-year quality audit, with assistance from **Lesley Hyde** with compliance on all health service and international standards. Julie provided wonderful logic and insight into the development of our covid plans throughout last year.

CEO REPORT

Thanks to **Susan Geraghty** and **Ursula Benstead** for continuing case conceptualisation training and specific modality training and provision of supervision, and **Melissa Alloway** for supporting WestCASA staff through supervision, co-ordinating community education and leading the Footscray team.

Thank you to Esen for leadership of the Intake, MDC, and Afterhours team and to Penny for unwavering support and advocacy for our DPFC clients and leadership of our DPFC team, and to **Karen Woolford** for extensive Human Resources support for all WestCASA staff.

Thanks to **April Multanen** for purchasing of required IT equipment, for extensive COVID safety planning of our spaces to enable all staff to work onsite and leadership in the administration area.

Staff worked together to confirm the values of our organisation. WestCASA Leadership and Board met online in September 2020 to further these values for the beginning of the development of our new strategic plan.

Staff met in early December to further an operational plan. These areas of work will be furthered once staff resources enable this.

We are grateful to our funding bodies:

Department of Families, Fairness and Housing, (DFFH), Department of Justice and Community Safety (DJCS) and donations received throughout the year from individuals.

Additional capacity building money received from DFFH enabled the purchase of computer equipment, assisting with offsite work.



CEO REPORT

Our funding for our DPFC work continues for a further year, sadly at this stage not for an extended period.

The funding from **Family Safety Victoria** for SASVIC to develop into a peak body, is very welcomed and enables sexual assault services to have an even stronger advocacy voice for the clients with whom we work and the necessary structural and systemic changes to enable recovery and prevention.

WestCASA's community events and training have been impacted by the COVID-19 restrictions.

However, we have been grateful to be involved with our **Wyndham MDC partners** in the Walk against Family violence, to have an all of staff outside Christmas event and to have an in-person Board dinner in December.

Staff professional development, WestCASA community education, internal and external meetings, have continued online where possible. We have welcomed opportunities to have in person training, provide in person education, internal meetings, and a lunch with our VACCA colleagues, in non-lockdown periods.

Our in person gathering with VACCA staff followed online meetings and work on our Strengthening Cultural safety audit, with appreciated guidance from **Ralph Doole**, Strengthening Cultural safety Advisor.

WestCASA is now well prepared for the next development of a Reconciliation Action Plan.

A welcomed full return has been possible for WestCASA staff to the MDC and Footscray sites and to face to face counselling and a partial return to the Dame Phyllis Frost Centre. This continues to evolve with sudden lockdowns.

The first WestCASA group for male victim survivors was held this year with the expertise of **Susan Geraghty** and **Steve Moorhead**. With a slight delay to the start of the group, we were able to provide this in person.

Our counselling and intake services have continued to be in high demand at all our sites, as has our Crisis Care Unit response and our Body Based therapies.

These services have been quick to adapt to phone, online, face to face as possible and these services have continued with an adapted model as we have learnt how to provide a responsive service to our diverse client group and an ever-evolving state of restrictions.

In writing my last annual report I acknowledge that it has been a great privilege over the last four years to work with the WestCASA Board, staff, and clients in my role as CEO and as always, wonderful to work in the West, for much of the last 38 years!

My best wishes to WestCASA Board and staff as you continue to build a strong, resilient organisation providing innovative, high quality services for our clients and community.

ROBYN MCIVOR
Chief Executive Officer

WESTCASA STRATEGIC PLAN 2020-2022

• VISION

A society where everyone lives free from the fear of sexual assault and experiences choice, equality, safety, connection, and respectful relationships.

• MISSION

West CASA supports, empowers, and advocates for survivors of sexual assault, related family violence and other trauma. We raise awareness about how frequently sexual assault and family violence occur and that victim/survivors are never to blame. We advocate for the social change needed to end this abuse of human rights and are dedicated to creating a safe space for people to recover and grow.

• VALUES

- Empowerment: Recognising structural inequalities, we advocate and work therapeutically to empower people to have choice over their own lives. WestCASA strives to be agile, adaptable, and supportive through change.
- Safety and Inclusion: for everyone. We strive to create a safe environment for all at WestCASA and to identify and address barriers to inclusion.
- Compassion: We value and engender compassion with our clients and with ourselves.
- Excellence and consistency: We promote reflection, best practice, and accountability in all that we do and say.

STRATEGIC GOAL: PREVENTION

- Advocating for greater understanding and community responsibility for the conditions under which sexual assault and related family violence continues to occur.
- Advocating for resources and delivering services that support the prevention of and education about sexual assault and related family violence across our community.

COMMUNITY EDUCATION

This year has seen a drop in Community Education requests while communities and services have been grappling with the ongoing impacts of the pandemic and restrictions.

At the same time WestCASA has seen an increase in demand for counselling services and so resources have necessarily been focused in this area.

Although some community education has been able to be adapted to an online model, due to the sensitive and sometimes triggering nature of the material not all Community Education WestCASA provides is well suited to being online and has needed to be delayed until it can be provided in person.

Secondary consultations have been provided to a small group of education staff at Footscray Secondary College and Cohealth Victims Assistance Program regarding responding to sexual assault disclosures.

HOME AT SCOPE

In June training was provided to residential disability support workers regarding responding to sexual assault disclosures.



OFFICE OF THE PUBLIC ADVOCATE VOLUNTEERS

In May we provided training to a small group of volunteers for the Independent third person program at the office of the Public Advocate which had been developed in collaboration with Sexual Assault Services Victoria and SECASA.

Training was provided regarding responding to sexual assault disclosures in the context of VARE police interviews with people with cognitive impairment or mental illness.

STRATEGIC GOAL: PARTNERSHIPS

Working with others to achieve our goals.

- We value the partnerships we have that enable us to work in collaboration to achieve our goals and the best outcomes for those who use our services and the community we serve.
- We seek to maintain existing and develop future relationships that continue, extend and expand our capacity to achieve our goals.

WestCASA continues to appreciate the collaborative partnership that we share particularly:

**Wyndham MDC with Socit
Family Violence Investigation Unit
Family Violence Command
IPC Health
DFFH Child Protection
Gatehouse
Women's Health West.**

Our involvement with the **Western Integrated Family Violence Committee Executive, the Sexual Assault Services Victoria Board and network** and the **State-wide Operational Reference Group for MDCs**, have all been supportive forums and enabled work on sexual assault and family violence sector reforms to occur and strong sector collaboration.

We are grateful to our funding bodies:

Department of Families, Fairness and Housing, (DFFH), Department of Justice and Community Safety, (DJCS) and donations received throughout the year from individuals. Additional capacity building money received from DFFH enabled the purchase of computer equipment, assisting with offsite work.

Our funding for our DPFC work continues for a further year, sadly at this stage not for an extended period.

The funding from **Family Safety Victoria** for **SASVIC** to develop into a peak body, is very welcomed and enables sexual assault services to have an even stronger advocacy voice for the clients with whom we work and the necessary structural and systemic changes to enable recovery and prevention.

DIVERSEXY PROGRAM – WESTCASA ENGAGEMENT

WestCASA has been engaged with the western network that delivers the **Diversexy Program**, a peer-led program that engages people with disability around issues such as: Relationships, sexuality and gender identity; Accessibility and sex; Setting boundaries and consent; Sexual rights and advocacy. Other members of the network are workers from different councils that cover this geographical area, and also include **Northern CASA and WestCASA**. The program is coordinated by Cohealth.

The role of WestCASA in the Diversexy program is to provide support and debriefing opportunities for the peer advocates and participants during and after the sessions.

Due to COVID-19 restrictions, Cohealth converted sessions to an online format, with a WestCASA representative also able to participate and provide support via this means for two of the sessions. It was a pleasure to participate in a program that provided a sex positive forum to explore the previously mentioned issues, whilst also covering discussions and education around NDIS and sex workers, which is often not discussed in this space.

The WestCASA C/As involved in the program also provided feedback for the Diversexy evaluation project this year. Unfortunately, Cohealth recently finished up with the Diversexy program, and the program is now looking for a new home. WestCASA has let Cohealth know that they are open to participating in the future if the program gets taken up elsewhere.

CONTINUE TO BUILD OUR RELATIONSHIPS WITH THE ABORIGINAL COMMUNITY AND SERVICES

We have strengthened our relationship with the **Victoria Aboriginal Child Care agency (VACCA)** through regular fortnightly meetings. We have continued our participation with the **Aboriginal Services Network of Wyndham-Hobsons Bay (ASNoW-HB)**.

The network aims to improve the lives of the Aboriginal people living in the West through enhanced relationships of agencies providing services.

As part of ASNoW-HB we have submitted material for inclusion on the new **Deadly Western Connections** website that will increase opportunities for Aboriginal and Torres Strait Islander community connections and access to services in the western suburbs of Melbourne.

The hope is that, like the Kolling Wadangal community space, this will increasingly be an Aboriginal community website, in Aboriginal hands.

Susan continued to provide supervision for the Family Safety and Engagement team at **Dardi Munwurro**.

This collaborative partnership continued to enable the workers to explore the impacts of their work and reflect upon the challenges and the inspiration that they gain from working with women who are survivors of family violence. And for WestCASA, further learning about work with Aboriginal services, has been very valued.

We have welcomed opportunities to have in person training, provide in person education, internal meetings, and a lunch with our VACCA colleagues, in non-lockdown periods.

Our in person gathering with VACCA staff followed online meetings and work on our Strengthening Cultural safety audit, with appreciated guidance from Ralph Doole, Strengthening Cultural safety Advisor.

WestCASA is now well prepared for the next development of a Reconciliation Action Plan.

STRATEGIC GOAL: PEOPLE

WestCASA recognises and values the people who make up our organisation. We employ staff and provide a work environment that enables development of evidence informed specialist skills and knowledge.

These qualities and capacities enable us to push service boundaries and deliver high quality services to those who have experienced and been affected by sexual assault and related family violence.

This also allows us to develop and explore different ways of working to meet the changing needs of service users and service delivery.

We recognise the impacts that undertaking this work has on people and are committed to managing vicarious trauma through self-care, transparency and accountability to ourselves and each other.

We also recognise that our staff are inspired, rewarded and committed to work alongside people who experience sexual assault and related family violence.

We will identify the factors that make up an effective service, ensuring financial sustainability, organisational accountability and systems that sustain those people.

Staff professional development, WestCASA community education, internal and external meetings, have continued online where required.

PROFESSIONAL DEVELOPMENT ATTENDED BY WESTCASA STAFF YEAR 2020/2021

ORGANISATION	DESCRIPTION
A year of Polyvagal Deb Dana	Pathways to Ventral
A year of Polyvagal Deb Dana	Honoring Adaptive Survival Responses
A year of Polyvagal Deb Dana	Hierarchy and Continuums
A year of Polyvagal Deb Dana	An autonomic Perspective on powerful emotions
A year of Polyvagal Deb Dana	The many flavours of Regulation
Aspen Medical	Infection Control Training – COVID-19
Blue Knot Foundation	Trauma Responsive Leadership
Bouverie Family Therapy Centre	Single session Therapy
CASA Forum	Assessment and Case Formulation with Adult Sexual; Assault Survivors
CASA Forum	Dialectical Behavioural Therapy for Survivors CSA with Complex Presentations
CASA Forum	MARAM Practitioner training Part 1 & 2
CASA Forum	Trauma and the moving body – Movement therapy for Sexual Assault
CASA Forum	Working with v/s with Cognitive Impairment
CASA Forum	Dialectical Behavioural Therapy for Survivors of CSA with Complex Presentations
Delphi Centre	Treating Complex Trauma with Internal Family Systems
DVIRC	MARAM
DVRCV	MARAM Renewing practice Virtual Training

PROFESSIONAL DEVELOPMENT ATTENDED BY WESTCASA STAFF YEAR 2020/2021

ORGANISATION	DESCRIPTION
Family Safety Victoria	Online MARAM Training Brief and Intermediate- Modules 1- 4
Gray Management Systems P/L	Compliance Forum Webinar
La Trobe	Trans & Gender Diverse Youth Inclusive Practice 101 & 102
MAEVe	The Family Violence Experts by Experience Framework Seminar
Mandatory Training	MARAM Brief and intermediate level training (Module 1)
MIECAT	Master's in Art Therapy
NICABM	How to apply mindfulness to your life & work - how to mindfully train your brain
Non Profit training	Grant Writing Training
PD Training	Minute taking Course
Phoenix Australia, University of Melbourne	Case formulation for complex cases – Assessment for adults who have experienced sexual assault and CSA
PolyVagal theory with Trauma Survivors	Polyvagal theory with Trauma Survivors
Prenatal & perinatal healing online learning centre	The teachings of Ray Castellino: Working with implicit memory
Psychology Training	EMDR – Part 1
Rainbow Network Community in Practice	Working with or as an Alias
Reckon	Reckon Accounts Advanced Reporting Session
Renata Prozig Drummond PhD	Borderline, narcissistic and anti-social personality disorder and understanding and responding to these highly challenging client presentations
SASS Workforce Development	Resisting Vicarious Trauma with Solidarity and Collective Care
SASS Workforce Development	Compassion focused therapy for Childhood Survivors
Schema Therapy Australia	Contextual Schema Therapy: Building the healthy adult mode in Schema therapy
SE Australia	SE Training
SE Australia	SE Australia
SE Australia	Somatic Experiencing Intermediate I-II
Sexual assault & Family Violence Centre	MARAM Collaborative Practice
Somatic Experience Aust	Somatic Experience
St Johns Ambulance	First Aid certificate
Toop Employment Law Training	Managing people and leadership behaviour at WestCASA
Toop Employment Law Training	Culture & Safety in the Work place
VACCHO	Introduction to Aboriginal Cultural Safety
Victoria State Government HHS	PPE for Community Workers
Victorian Transcultural Mental Health	Using telehealth during Covid-19
WIFVC	MARAM Collaborative Practice Module Training
Zoe Bell Gender Collective	Trans & Gender Diverse Youth Inclusive Practice

Provide opportunities for staff to explore, research, think and develop new ways in which sexual assault and related family violence services can be delivered.

- During this last year we have adapted to a period of “working from home” which has expanded our thinking about what is possible. WestCASA has moved from an almost exclusively face to face service to also offering a remote service - utilising the phone and various media platforms to connect with and support our clients.
- WestCASA continues to develop and respond to changing needs - always with the aim of providing professional, trauma informed, consistent, compassionate and timely services to clients and the wider community.

WESTCASA TEAMS

CLINICAL SERVICES TEAM

Strengthen and enhance the clinical supervision and guidance that sustains staff and ensures quality delivery to service users.

The WestCASA Clinical Services Team consists of the Clinical Services Manager, Senior Practitioner and Clinical Supervisor. As Clinical Supervisors we are committed to providing our Counsellor Advocates with clinical guidance and personal support.

Our aim in providing regular and as needed supervision and debriefing to all staff including project workers and administrative staff is to support the health and well-being of our workers. In this we are partnered by the Team Leaders who provide guidance and support to their staff in regular work reviews and consultations.

During our lockdown period, when all WestCASA staff were working from home we introduced a regular, opt in, **reflective practice hour**. Our aim was to promote connection and to allow a space for different perspectives, experiences and practice approaches to be shared.

In addition to having individual, group and peer supervision, Counsellor Advocates have had some wonderful in-house professional development opportunities during the 2020-21 year from some highly regarded practitioners:

Case Conceptualisation with Robyn Elliott

The aim of this training was to develop a consistent approach across WestCASA in identifying a client's history, present issues and needs to inform the therapeutic approach.

WestCASA has adopted the **5 P approach** to case conceptualisation:

- Presenting issue
- Predisposing factors
- Precipitating factors
- Perpetuating factors
- Protective factors

CLINICAL SERVICES TEAM

Internal Family Systems (IFS)

with Robyn Elliott

Robyn was able to take us on a journey that included being able to:

- Articulate a basic understanding of IFS theory, its assumptions, and its major concepts, including the different “parts” and their roles within this theory
- Introduce the idea of “parts” to our clients
- Work with our clients to identify and “map” their parts
- Identify and map our own parts
- Support our clients in their journey to Self-leadership
- Articulate the process of healing within IFS
- Articulate how this fits with our understanding of neurophysiology and trauma
- Begin to integrate this into our other models of practice

Schema Therapy

with Rita Younan

Rita provided two days of online training to staff on Schema therapy. Schema therapy draws on the cognitive-behavioural, attachment, psychodynamic, and emotion-focused traditions of therapy.

There are **four core mechanisms of change** that are used in this therapy:

- (1) limited reparenting,
- (2) experiential imagery and dialogue work,
- (3) cognitive restructuring and education, and
- (4) behavioural pattern breaking.

This training in schema therapy is complementary to other therapeutic approaches used by our Counsellor Advocates.

Recognition of schemas allows clients to accept the impact of past experiences and identify the ways they have managed to survive.

It normalises clients’ experiences and at the same time invites clients to reconsider that how their schemas may be impacting on their current attitudes, behaviours and potential healing.

Polyvagal Theory: Working with the Autonomic Nervous System (ANS)

with Deb Dana

In this two-session online training Deb Dana was able to take Steve Porges’ research on how the body’s nervous system responds to fear and trauma and translate it into practical, clinical strategies that our Counsellor Advocates can effectively apply with their clients.

The training provided a solid basis for working with the Polyvagal Theory framework - focusing on understanding our own regulation as we track our clients’ level of regulation within the three states of our autonomic nervous system: sympathetic, dorsal, and ventral.

The aim of working with clients to identify, monitor and regulate their nervous system is so that the client can find their anchor in ventral (feeling a flow of energy, regulated and ready to engage).

Supervision for DPFC staff

- a. Continue to support structures and processes that enhance communication, self-care and reduce vicarious trauma.
- b. Christmas Picnic in the Park in December 2020
- c. Ensure there are opportunities to celebrate achievements in the organisation and with service users (vicarious inspiration).

MDC TEAM (INCL. MELTON OUTREACH)

This year there has been a was high demand on the intake team, therefore our wait list has expanded, as have waiting times for counselling.

The whole WestCASA team continue to work diligently to respond to our clients, most of whom have complex support needs. We were grateful to receive further DFFH short term funding, which has enabled us to increase staffing resources in our Intake and counselling teams, and to welcome new staff and to appoint Intake Co-ordinators.

Due to COVID-19, we could not respond to people experiencing recent sexual assault at the crisis care unit (CCU) at Sunshine as we were bypassed by Victorian Institute of Forensic medicine, (VIFM).

During this time, WestCASA's **After Hours team** continued to provide a phone service for clients who were referred by the Sexual Assault Crisis Line, (SACL) and clients presenting directly at hospitals in our region.

From May onwards we resumed the provision of our face-to-face crisis care services at Sunshine Hospital. We are very grateful for the **new Crisis Care suite** provided by Western Health, Sunshine and welcome the return of VIFM to Sunshine Hospital and the announcement of VIFM's commissioning of the Crisis Care Unit at the Wyndham MDC.

Thank you to our After Hours Team Co-ordinator, **Cindy Tarczon**, and our After Hours team for continuing to provide a comprehensive after hours service within the limitations of a COVID-19 environment.

Cindy has very ably responded to the challenging and regularly changing environment, managing our After Hours team and stakeholder communications with great efficiency and adaptability.

We continue to value our collaborative work with our partners in responding to people experiencing recent sexual assault:

Western Hospital Sunshine, Regional Police SOCIT units, VIFM, and SACL.

I felt lucky to present in United Nations Commission on the status of women Virtual NGO CSW forum.

In my part of the presentation, I talked about the historical context in Sexual Violence globally and the Australian context and Womens' movements and current responses to sexual violence against women.

I feel privileged to have been working for WestCASA team for the last 17 years which has been committed to providing a great quality of work.

WestCASA has grown from a small team (9 in total including the management) to over 30+ people. The highlight was moving into MDC to work with SOCIT, Family Violence Police, Womens Health West, DFFH. Our client numbers increased over the years and MDC holds the highest demand for our services. We still have strong presence at the Footscray site.

INTAKE TEAM

Intake has had a busy 12 months and demands have been great for multiple reasons. The waiting list continues to grow as reflected with all support services in the Western region. Our networks tell us that WestCASA is not alone in having long wait time for a client to access an ongoing service.

WestCASA has increased the number of support sessions for clients, while on the waitlist, through Intake.

COVID-19 restrictions have enabled WestCASA to provide multiple ways of engaging with our service in those initial steps: including Zoom and phone. The intake team has been lucky enough to recruit new staff who have provided, not just more access for clients, but also a great positive energy.

FOOTSCRAY TEAM

The stressful circumstances of the pandemic and restrictions has seen a significant increase in demand for counselling services across all of our sites including Footscray.

With the various lockdowns our services have needed to adapt and be flexible to respond quickly, and have continued with services being provided online or over the phone, as well as in person.

Earlier in the financial year the Footscray office has been repainted, bringing the heritage building to life once again.

DPFC (PRISON) TEAM

The last financial year at DPFC saw the continuation of the Specialist Trauma Service (STS), which is a well-respected and much needed service for the women and gender diverse people at DPFC.

We have worked through a pandemic and have had to adapt regularly to the ever-changing demands of the unpredictable world in which we are all managing now. For the people we are supporting in DPFC, the impacts of COVID have been extensive and have also added another layer of trauma and oppression.

For many of the people in DPFC, their visits were ceased for a long period of time. Over 60% of the people in DPFC are parents and this meant no contact with their families and children. Zoom meetings were implemented and this was helpful, however, this cannot replace a contact visit.

Services like WestCASA had to exit DPFC in a short amount of time and then contend with remote booking systems. Over the year, we saw the prison evolve and we are now able to schedule zoom meetings with the clients as well as phone appointments, when we are offsite. Of course, our clients have reported to us that their preference is always in person, even if the counsellor must wear a mask the whole time.

Because of COVID we were not able to run a group program this year, however, we did offer two Debriefing Series (three sessions each) to the Custodial Staff. Two C/As (**Toril Pursell & Julie Kruss**) developed the package and co-facilitated the sessions.

These sessions replaced the training program we were running as what we had found time and again through the participant feedback, was that staff were feeling unsupported in the work and did not have a safe space to debrief. Many of them reported experiencing symptoms of vicarious trauma and also trauma, due to the very traumatic nature of the work itself.

Both of the series we ran were met with positive feedback and an interest to have something like this ongoing. We are now redeveloping our Debriefings Series and hopefully we will offer an ongoing debriefing space for staff when the DPFC Team is back to being fully staffed.

The group space has been on hold over the last year. When we were back onsite and things were starting to settle again, we began the process of putting together another group. Then another lockdown occurred, and we were once again stopped from the process going ahead! We hope we can get back to group work again sometime soon.

The year also included a presentation at the **65th Commission on the Status of Women (UN)** by the Team Leader about the program in DPFC. This was presented alongside two other presentations by **Ursula Benstead and Esen Uygur**.

As well as this presentation, the Team Leader was invited to be on the panel for a discussion focusing on system responses in the western region for victim/survivors of family violence who have been, or are at risk of being, incarcerated.

This was hosted by the Western Integrated Family Violence Committee (WIFVC).

PEOPLE

All the DPFC Team – Counsellor/Advocates and Intake Workers have continued to provide a safe and high level of support to the women and gender diverse people in prison, with the team holding a wealth of experience, skills, and knowledge in the trauma field.

The team have done an amazing job at holding the program together through disruptive times, and the support we received from Admin at WestCASA has been a crucial addition to the holding of the Specialist Trauma Service at DPFC.

ADMINISTRATION TEAM

Business Services Report 2020/2021

April Multanen, Business & Administration Services Team Leader

This year has once again been a challenge with COVID 19. During the year we lost our external accountant **Bhavna Joshi** who retired from WestCASA after over 17 years of loyal service and commitment to the work and WestCASA. This was a great loss to the organisation. In December we welcomed our current Accountant **Catherine Allison**, welcome Catherine.

With the many lockdowns with the COVID virus in Melbourne it has given us a chance to do a lot of repairs at our site, 53 Ballarat Road, Footscray.

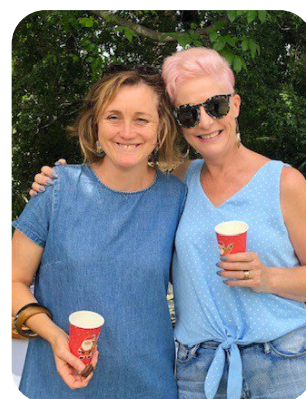
The external and internal painting was completed. There were a lot of plumbing repairs on the roof, gutter replacement and replacing leaking water pipes. We also had to replace the gas line. So “Radcliff House” has had quite a makeover.

Unfortunately, the availability of our outreach site at Melton ceased at the beginning of 2021, and we are having a lot of difficulty find a new site. It is a work in progress with lots of phone calls, checking out sites and let downs. We are hoping to establish a new site in the next financial year.

Due to extra covid capacity building funding from DFFH we were able to purchase a number of laptops provided to staff. This makes travelling to different sites and having to work from home easier for some. We will be purchasing more laptops in the next financial year with the aim of all staff to eventually have a laptop.

Thank you to the Administration team, **Alanna Smith, Marisa Goegan and Stephanie Tomasello** for all your hard work over the past year with the many changes and challenges we have had to endure.

Karen Woolford, Human Resources, I thank you for all your assistance and support over this very difficult year.



STRATEGIC GOAL:

PROVIDE AND PROMOTE SERVICES

WestCASA is committed to providing specialist therapeutic responses to people who have experienced sexual assault, family violence and other trauma.

- We provide services that are accessible and culturally appropriate.
- We seek and value feedback and responses from those who use the service.
- We want to extend our service models, develop and try new therapeutic techniques and share our knowledge and wisdom with others.
- We will identify and nurture the factors in our organisation that maintain and progress delivery of quality services.

COUNSELLING SERVICES: GROUPS

Commencing "Towards Healing" support group for male survivors of sexual assault

As the restrictions eased, WestCASA was able to consider commencing a face to face support group for male survivors of sexual abuse - **Towards Healing**.

This is an exciting new development for WestCASA, as it is the first group for men we have conducted as part of our suite of services for survivors.

The group ran for eight weeks and was attended by six men who had been receiving individual counselling at WestCASA for some time. The program was facilitated by WestCASA's Clinical Services Manager and Steve, an experienced counsellor and group facilitator.

The objectives of the Towards Healing Group Program are:

- To provide a safe place for male victim survivors of sexual abuse to share their experiences with other survivors
- To provide participants with psychoeducation with the purpose of expanding their knowledge of trauma and the survival strategies they have developed

- To expand participants' capacity for self and other compassion and to encourage their commitment to self-care
- To provide opportunities for participants to explore their thoughts and emotions about themselves and their experiences in relation to their sexual abuse and their management strategies
- To use the experience of connection and relationship within the group setting to explore "in the moment" dysregulation
- To assist participants to regulate themselves through education and practice of tracking, monitoring and managing their responses
- To provide participants a positive experience of themselves as valued human beings who are worthy of love and care

Towards Healing utilised a combination of approaches to meet the needs of participants:

Psychoeducation provides information about trauma responses and different topics and strategies to normalise and manage impacts.

Process-oriented (therapeutic) approach focuses on the experience of being in a group with other victim/survivors. This shared experience provides a healing opportunity through sharing thoughts and feelings.

PROVIDE AND PROMOTE SERVICES

Towards Healing Group

Creative arts utilise the creative activities such as art and music to promote a therapeutic and healing environment.

Somatic Experiencing or Body Work recognises that our bodies hold memories and imprints of our past experiences. Sustained healing only happens when our nervous system regains equilibrium. Somatic experiencing helps clients move beyond the cognitive process of understanding their trauma. It's a process that re-programs the body to feel a greater sense of connection, safety, and ease in one's body.

The men had a range of different reasons for participating in the group:

- To meet others who have experienced similar abuses in the past and to gain a further understanding of others' trauma and to feel less alone
- To hear from other men and their experiences and to hopefully be able to help in ways I can
- To improve my self-confidence with and surrounded by men

Feedback from the male participants was overwhelmingly positive.

Some comments were:

I really loved the experience... You guys are changing my life. I'm thankful.

This has been a great experience, meeting other men, being vulnerable and sharing experiences.

I have learnt a lot and have benefitted from my time here. It has been completely worthwhile.

I AM ENOUGH

I learned something new today
I learned a load about mistakes
I learned I need to unlearn
That every wrong means I'm to blame
I learned I need to let go
I learned I thought I didn't know
I learned a lie I taught myself
That all the blame belongs to me
So much hurt buried deep
I find its hard, so hard to sleep
I am enough I have been told

Now I need to build my strength
In my growing strong belief
That all I need to do is vent
And get it out and not relent
From fighting doubt and disbelief
In my own integrity
The fact that I can write this down
And when I do doubt hits the ground
Just goes to show I am allowed
To let myself find my town
And settle in and snuggle tight
In my bed of self-content
I built where I can lay my head
And sleep a sound unbothered rest
Because I learned I am enough

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PROVIDE AND PROMOTE SERVICES

KEEPING CLIENTS UP TO DATE WITH INFORMATION

WestCASA is fully aware of our responsibilities to ensure our clients are informed of changing legislative requirements, their rights regarding privacy and safety as well service system developments designed to support their safety.

We have updated our Client Information booklet and our "Important Information for Clients" sheet to reflect these changes and are available electronically for clients who are not accessing a face-to-face service.

We have kept our website up to date with regard to changes to services.

QUALITY ACCREDITATION

MARAM

The implementation of MARAM has continued across the sector, expanding to include a broader range of services.

During periods of lockdowns the MARAM framework was adapted to consider the additional risks for victim/survivors of family violence during these periods.

WestCASA has been involved with communities of practice in Family violence and Sexual assault services building strong relationships with these services and the sharing of practice knowledge and skills in implementing these reforms.

WESTCASA'S TRAUMA INFORMED BODY-BASED THERAPIES PROGRAM

TRAUMA INFORMED SHIATSU

Alex Caldwell farewellled WestCASA at the end of 2020 after an immeasurable contribution to the development, delivery, and success of the **Trauma Informed Shiatsu Program**.

COVID-19 had a huge impact on all aspects of the program in 2020 which resulted in the development and delivery of an adapted body work program for use online with participants.

Alex was able to find flexible ways to work with participants remotely, in support of gentle and safe engagement and connection with their body.

In 2021 we welcomed **Jessica Strachan** into the role of Trauma Informed Shiatsu Practitioner at WestCASA.

Jessica has experience working with victims of crime and is currently completing her studies in Traditional Chinese medicine. She has settled in incredibly well and we have already received some very positive feedback about the impacts of her work from the participants.

Jess is also offering and administering Ear Acupressure Seeds within the program, where clinically appropriate, to support with sleep and emotional regulation.

A quote from one participant of the Shiatsu program:

Previously I had struggled with constant pain in my hands, poor sleep quality and headaches.

Over the past 3 months I have significantly improved my sleep quality, have not had a migraine/headache for 3 months and the constant pain/aching of my hands has mostly disappeared

FEEDBACK FROM CLIENTS

- *"I would like to provide Georgia Taylor with a compliment. She worked with me for a while and helped me through a difficult period. She's really professional and clearly loves what she does.*

I did not feel like she got sick of me and she really listened and understood where I was coming from.

I'm grateful for her assistance and I feel equipped to go through life understanding things better. I believe she is an asset to your service."

- *"I rang because my sexual assault experience had been affecting my life and relationships and I finally found myself at breaking point. When I rang, I had to go through intake, however WestCASA saw my immediate needs and found someone to attend to me.*

The person I spoke with Geetha, was one of very few support workers who actually met my needs to listen and validate my sexual assault.

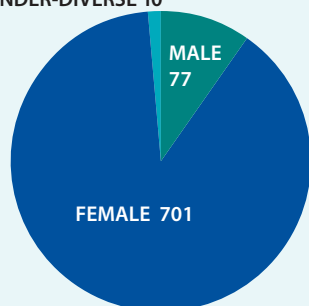
Many others like my GP do not seem to know how to respond and do not even ask if I am okay or if I need counselling or other supports - they don't even ask for further information. Is sexual assault too hard to listen to?

I have also spoken to other counsellors which provide a service that was okay but not as good as the service I had from Geetha. Geetha helped me breathe and recollect myself when I was in so much anguish and pain.

Whilst I am still struggling, I do feel better, and I look forward to my intake and receiving further help from WestCASA."

STATISTICS 2020-2021

GENDER-DIVERSE 10

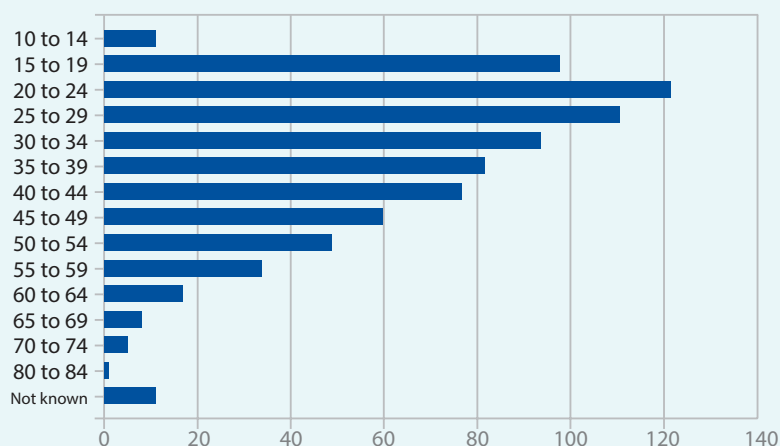


Clients by Gender

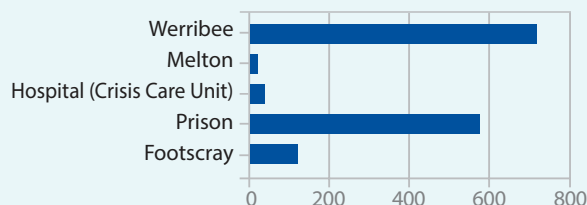
This financial year, WestCASA saw a similar number of clients identifying as gender diverse.

Clients by Age Group

The age groups of WestCASA clients has increased in the 15-19 age group from last financial year, with 20-29 continuing to be the highest age group categories of our clients.

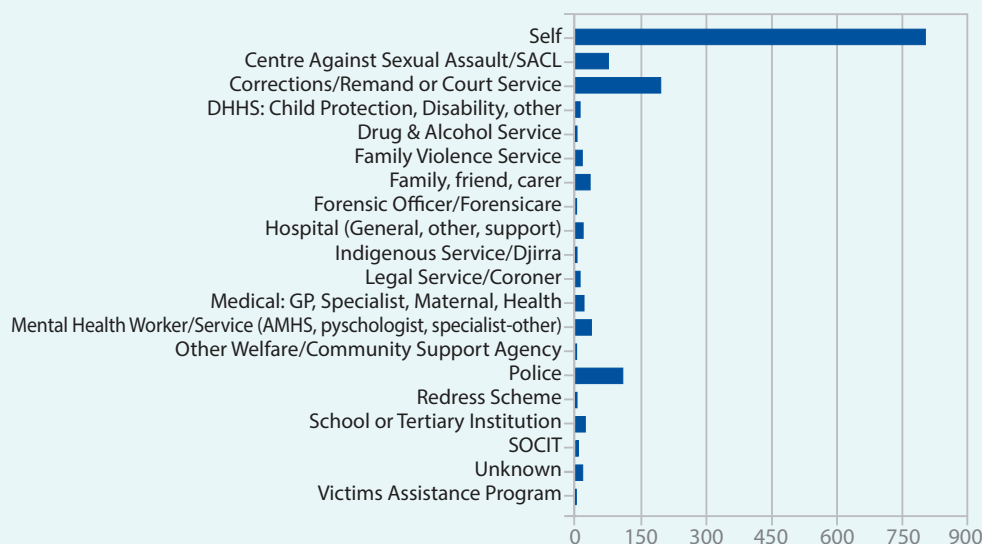
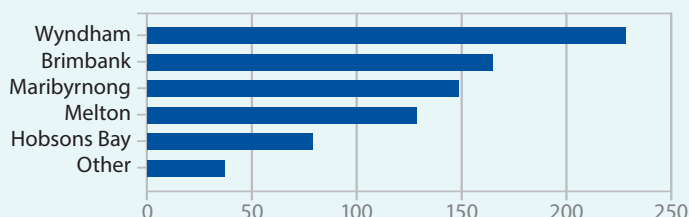


Counselling Location



Clients by Local Government Area

We continue to see clients from across the Western Region, with Wyndham being the area with the highest number of clients.



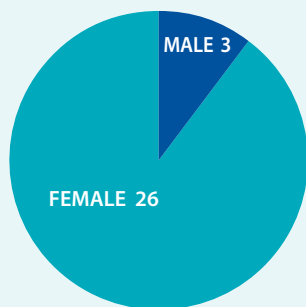
Clients by Referral Source

The number of clients self-referring doubled from the last financial year.

Referrals from Corrections/Remand or Court, has increased significantly from last year.

A period of time offsite during lockdowns, may have impacted upon the referral from other services.

STATISTICS 2020-2021



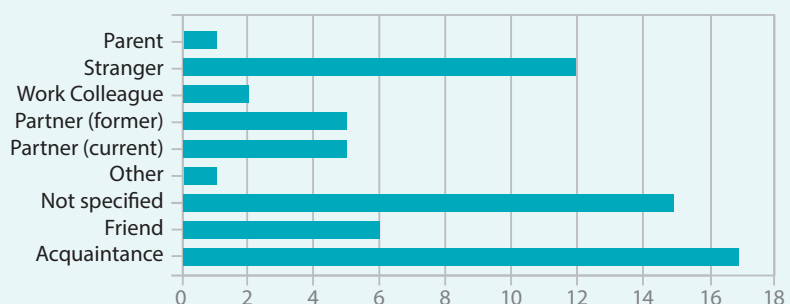
Crisis Care Unit Presentations by Gender

The overall number of presentations at our CCU at the Sunshine Hospital, has decreased by more than half of the number of previous years.

Diversion from our CCU in Sunshine to the Royal Women's Hospital CCU, through CASA House, continued for much of the financial year. This was due to the diversion of Forensic examination services of Victorian Institute of Forensic Medicine to the RWH during the pandemic and WestCASA requiring a diversion early in 2021 while the new forensic suite at Sunshine Hospital was under construction.

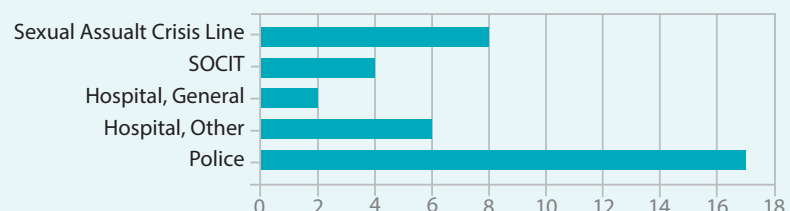
Crisis Care Unit Perpetrator

This year is consistent with last year with disclosure of more sexual assaults by acquaintance and stranger, than by a family member.

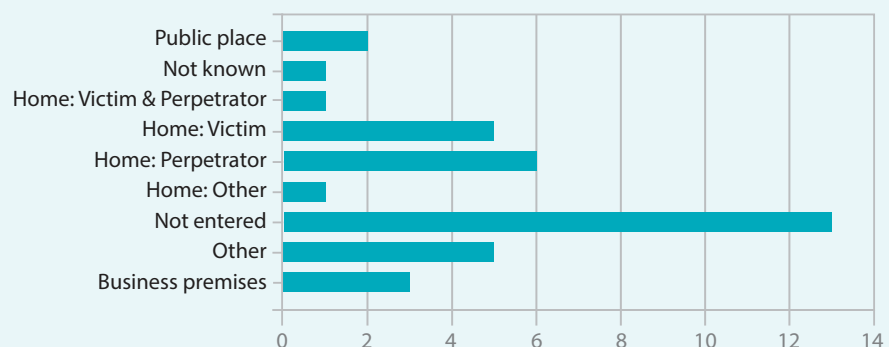


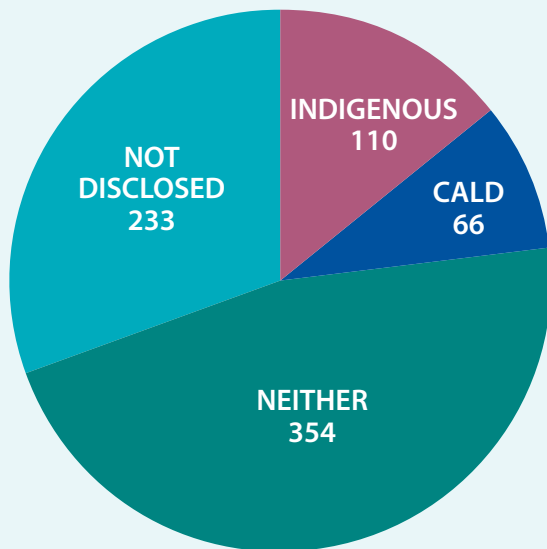
Crisis Care Unit Referral Source

Referrals to our Crisis Care Unit are consistently through the Sexual Assault Crisis Line, Police and Socit, with our partnership with these services, continuing to provide a comprehensive wrap around service for people who experience recent sexual assault.



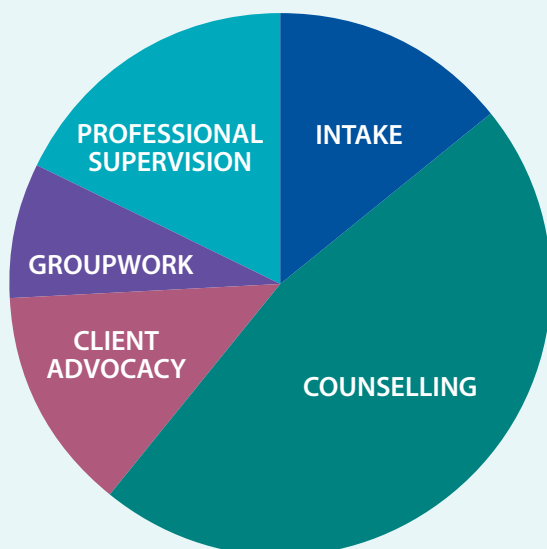
Crisis Care Unit Location of Assault





Dame Phyllis Frost Centre Prison Diversity of Clients

The high number of CALD and Indigenous clients continue to present at our Specialised Trauma service.



Dame Phyllis Frost Centre Prison Service Delivery Hours

Our Counselling and Intake services delivery hours have continued to be high, with the ability to provide groupwork impacted by COVID restrictions.

We look forward to resuming our group work once space limits enable this.

FINANCIAL STATEMENTS 2020-2021

BALANCE SHEET AS AT 30 JUNE 2021

	2021 \$	2020 \$
ASSETS		
Current Assets		
Cash and Cash Equivalents	2,022,087	1,732,721
Accounts Receivable	1,293	2,046
Total Current Assets	2,023,380	1,734,767
Non-Current Assets		
Property, Plant and Equipment at written down value	1,527,671	1,540,810
Total Non-Current Assets	1,527,671	1,540,810
Right of Use Asset-AASB 1058	75,000	0
	75,000	0
TOTAL ASSETS	3,626,051	3,275,576
LIABILITIES		
Current Liabilities		
Trade and Other Payables	160,254	113,106
Short-Term Financial Liabilities	455,611	417,712
Provisions	329,016	287,695
Total Current Liabilities	944,881	818,514
Non-Current Liabilities		
Provisions	250,168	235,328
Total Non-Current Liabilities	250,168	235,328
TOTAL LIABILITIES	1,195,049	1,053,842
NET ASSETS	2,431,002	2,221,734
EQUITY		
Reserves	1,579,012	1,504,012
Retained Earnings	851,990	717,722
TOTAL EQUITY	2,431,002	2,221,734

FINANCIAL STATEMENTS 2020-2021

STATEMENT OF MOVEMENTS IN EQUITY FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
Equity		
Opening Balance	2,221,734	2,042,128
Current Year Earnings	134,267	171,795
Right of Use Asset-AAB 1058	75,000	0
Dhelk Dja Adjustment	0	7,811
TOTAL EQUITY	2,431,002	2,221,734

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
Cash Flows From Operating Activities		
Surplus/(Loss) for Year	134,267	171,795
Adjustments required to reconcile Surplus/(Loss) to net cash provided by operating activities:		
Depreciation on fixed assets	35,545	30,855
(Increase)/decrease in current assets		
Accounts receivable	753	(2,858)
Increase/(decrease) in current liabilities		
Trade and other payables	47,148	(19,302)
Income carried forward	37,898	(154,744)
Provisions	56,161	102,543
Net Cash Flows from Operating Activities	141,207	(74,361)
Cash Flows From Investing Activities		
(Increase)/decrease in fixed assets		
Net gain on disposal of property	0	(2,719)
Purchase of Equipment	(22,406)	(12,041)
Net Cash Flows from Investing Activities	(22,406)	(14,760)
Adjustment for Non-cash component		
Dhelk Dja	0	7,811
NET CASH FLOWS	289,366	121,340
Cash and Cash Equivalents		
Cash and cash equivalents at beginning of period	1,732,721	1,611,381
Net change in cash for period	289,366	121,340
Cash and cash equivalents at end of period	2,022,087	1,732,721

FINANCIAL STATEMENTS 2020-2021

PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
Income		
Bank Interest Recd - WestCASA	11,831	28,006
Centrelink-Paid Parental Leave	7,539	13,331
DFFH - SASS Operational	2,219,129	2,163,018
DoJ - Better Pathways - DPFC	721,569	739,736
Other Grants	122,653	113,676
Donations	4,256	2,578
Other Income: Profit on Disposal of Assets	0	2,719
Sundry Income	10,890	456
Dhelk Dja Income	14,653	4,503
VOCAT Reports	11,218	17,755
Total Operating Income	3,123,737	3,085,778
Other Income		
Cash Flow Boost Stimulus	50,000	50,000
Total Other Income	50,000	50,000
TOTAL INCOME	3,173,737	3,135,778
Expenditure		
Accounting Fees - Consultant	3,029	5,316
AGM	3,150	3,102
Alternative Therapy for Clients	19,926	23,549
Amenities	667	1,389
Auditor - Annual Audit	5,800	3,175
Badges and Diversity	0	132
Board Expenses	4,632	5,037
Building Maintenance	54,903	79,961
CASA Forum Costs	519	3,005
Catering - CCU Meetings	380	722
Catering - General	2,220	1,389
CCU Expenses	283	107
CEO Supervision	3,684	3,250
Cleaning & Supplies	960	1,808
Client Resources - Miscellaneous	12	679
Community Networking and Action	617	2,902
Conference / Research	(710)	1,571
Consultancy	79,298	51,575
Contents Insurance	(783)	413
COVID19 Special Leave	1,888	0
CSM & All Leadership Supervision	1,388	0
Depreciation	35,545	30,855
Dhelk Dja Expenses	14,663	4,061
Doctorate Qual Allowance	6,130	5,976
EAP	2,135	3,881
Family Violence/Sexual Assault Leave	0	698
Fringe Benefits Tax	2,539	2,345
Group Expenses	2,450	1,040
Higher Duties	29,689	47,293

continued

FINANCIAL STATEMENTS 2020-2021

PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2021 *(continued)*

	2021 \$	2020 \$
HR Training	6,087	0
Indigenous Inclusion Plan	500	0
IT Costs	64,312	55,927
Legal Fees, Workshops & other	21,338	12,046
Library Resources	448	877
Locums - Contracted Staff	40,639	0
MDC Interaction Events	3,935	4,129
Membership-Quality Accreditation	9,881	6,472
Outreach - 53 Ballarat Road	39,259	35,307
Outreach - Melton Rent & Misc	932	6,598
Payroll Expenses	0	13,331
Photocopier Lease and Copies	13,593	5,977
Post Box Rental and Postage	348	554
Post Grad Allowance	71,165	63,175
Printing and Brochures	1,904	13,301
Prof Development - Individual	10,048	8,739
Provision - Annual Leave	168,017	187,818
Provision - Long Service Leave	55,035	68,153
Recruitment costs	5,216	1,985
Salary - CCU Staff	55,308	61,478
Salary - General Staff	1,845,133	1,856,367
Sarah Radclif - Research	26,827	5,440
Small Purchases	3,795	3,446
Staff Costs	3,575	1,880
Staff Group Professional Devlp	10,661	5,786
Staff Group Supervision	2,550	5,500
Staff Organisation Training	6,420	0
Stationery	4,077	4,562
Storage	811	1,171
Subscriptions and Memberships	5,807	807
Superannuation - CCU	4,279	6,157
Superannuation - General	197,914	189,355
Team/Planning Days	3,717	2,109
Telephone - Landline/Mobiles	11,751	7,184
Travelling Expenses Staff & Clients	943	3,743
Vehicle Expenses	3,038	9,928
WestCASA Organisation Review	20,670	0
Workcover - CCU	2,227	2,024
Workcover - General	42,297	27,428
Total Operating Expenses	3,039,470	2,963,983
SURPLUS/(LOSS) FOR YEAR	134,267	171,795

Independent Audit Report

WESTERN REGION CENTRE AGAINST SEXUAL ASSAULT INC
For the year ended 30 June 2021

Opinion

We have audited the accompanying financial report, being a special purpose financial report, of Western Region Centre Against Sexual Assault Inc. which comprises the financial position as at 30th June 2021, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including summary of significant accounting policies and managements assertion statement and the Australian Charities and Not-for-profits Commission Act 2012.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of Western Region Centre Against Sexual Assault Inc. as at 30th June 2021, and its financial performance and its cash flows for the year then ended in accordance with Associations Incorporation Reform Act 2012.

(i) giving a true and fair view of the association's financial position as at 30 June 2021 and its financial performance for the year ended on that date; and

(ii) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial report section of our report. We are independent of the Association in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 and the ethical requirements of the Accounting Professional and Ethical Standards Board APES 110: Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter-basis of accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the board of management's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our report is not modified in respect of this matter.

Board of Management Responsibility for the Financial Report

The board of management of Western Region Centre Against Sexual Assault Inc. is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the needs of the members. The board of management's responsibility also includes such internal control as the board

Independent Audit Report

WESTERN REGION CENTRE AGAINST SEXUAL ASSAULT INC

For the year ended 30 June 2021

determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditor's Responsibility for the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement whether due to fraud or error and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

We communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Lionel Arnold
J L Collyer & Partners
Unit 7 603 Boronia Road
WANTIRNA VIC 3152

Dated: 18th October 2021